

THE COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

FIRST SET OF INFORMATION REQUEST OF THE DEPARTMENT OF
TELECOMMUNICATIONS AND ENERGY TO COLONIAL GAS COMPANY

DTE 05-18

Respondent: Amy Smith

Information Request: DTE 1-1

- Q. Please explain how the Company calculates the number of responses to Odor Calls. Specifically, if the Company receives more than one call regarding the same odor source, does the Company count this as one call or as multiple calls?
- A. As a matter of Company policy and public safety, KeySpan investigates every odor call received. However, if a KeySpan representative on site confirms that more than one call has been received for the same odor source, the duplicate call is excluded from the measure calculation. The Company does not exclude calls related to the same leak when received from different address. Each such call is individually investigated before the duplicity can be confirmed. Finally, the Company does not exclude repeat calls from the same address because it must investigate the second call to determine if the condition has changed from the time of the initial investigation. Thus, there are instances where multiple calls regarding a single gas leak may be appropriately tracked as a distinct work order. However, these instances are rare.